

Remington Arms Co., Inc.
Product Service
Legal Case #:5200

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 213590 | 12/9/2010 | 11/24/2010 | 12/10/2010 | 11/24/2010 | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------------|-------|-------|-------|-----|--------------------------------------|
| Incident | | Jeff | Burch | RR 4 Box 944 | Salem | WV | 26426 | | H 304-622-2479 E burch297@aol.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--|-------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 Could Not Duplicate Concern | | Unknown | |
| S | Concern:1007 Fired on Safe Release | | | |
| C FSR | | | | |

11/24/10: Customer called in. He stated that while hunting on 11/24/10, he had a FSR. No damage, No injury. He has had gun for 6 yrs. Stated he bought it new at Wal Mart. He saw things about us on tv and is very upset that we haven't put the word out there that we have an issue, etc. He stated that he doesn't want to pay for anything. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|---------------|----------------|----------|------|-----------|
| Remington | CF/BA | 700/3006 SPRG | 25791 | B6773157 | DV | 2/20/1986 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | Wal Mart | | Y | | | |

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|--------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion - Repair @ n/c | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$79.73 | 12/14/2010 | | | | |

11/24/10: Sending ARS, ltr, form, box. Box order# 1162644. df 12/14/10: Per Ilion - Could not duplicate concern. TA is performing as designed. To restore confidence in rifle, we will replace TA, clean & test fire @ n/c. df 12/14/10: I called customer & left voice mail about n/c repair. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|--------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/10/2010 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPR |
| | Date Code | | DV |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |

| | | | |
|--------------|------------------------|----------------------------|-----------------------|
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| Bolt | Firing Pin | Slightly Worn; Functioning | |
| | Shroud | Slightly Worn; Functioning | |
| | Face | Slightly Worn; Functioning | |
| | Handle | Slightly Worn; Functioning | |
| | Stop | Slightly Worn; Functioning | |
| Extractor | Condition | Slightly Worn; Functioning | |
| | Cut Condition | Slightly Worn; Functioning | |
| | Ext/Eject Test | False | |
| Locking | Block Condition | --Select-- | |
| | Lug Condition | Slightly Worn; Functioning | |
| | Notch Condition | --Select-- | |
| Overall | Exterior Condition | Slightly Worn; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | --Select-- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/700 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | ISS | |
| Sear | Lift | --Select-- | .014 |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | --Select-- | 4# |
| | Altered | False | |
| | Sub-Assembly | M/700 Non-Bolt Lock | |

frmREInquiry - Repair Inquiry

Repair Number: **RE00213590** Serial: E6773157 Model: 700 Center Fire Caliber: 30
06 SPRG Produced: 09/19/2001 SKU: 27478 Repairman: _____
Status: New 12/9/2010 12:54:37 PM

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from

Name: JEFF BURCH
Address 1: RR 4 BOX 944
Address 2: _____ PO Box: _____
City: SALEM
State: WV Zip Code: 26426 Country: US

SALEM
WV Zip Code: 26426 Country: US

FFL: _____

Contact / Condition Problems Estimate History Status Shipping / Billing

| Date | Code | User ID | Desc1 | Desc2 |
|------------------|---------------|-----------|--------------------|-------------|
| 12/9/2010 12:... | New | schultscm | Repair Added | |
| 12/9/2010 12:... | Expedite | schultscm | From: Check In | To: |
| 12/9/2010 5:0... | EmailSent | ArmEmail | Repair Received | BURCH2970 |
| 12/9/2010 5:0... | EmailVerified | ArmEmail | Receipt | BURCH2970 |
| 12/10/2010 5:... | Maint | Travisbw | Repair Maintenance | Status: New |

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Current Status

New
12/9/2010 12:54:37 PM
schultscm
Repair Bench
Repair Location
JLN
Current Location
JLN
Transfer Number

Repair Search Refresh Close

RECEIVED
DEC 13 2010

BY:.....

5200

22"
4#
COPY
DV 9/01
.014

November 24, 2010

Jeff Burch
RR4 Box 944
Salem, WV 26426
Ph: 304-622-2479

Ref: # 5200

Dear Mr. Burch,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial
Number:

E6773157

Model: 700



RE00213590

could not duplicate concern.
T.A. is performing as designed.
To restore confidence in rifle
will replace TPA, clean + test
fire at N/C

#23045

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 12051

Print

Reset

| | | | |
|--|--|-----------------------------------|------------|
| Model Number: 700 ADL | | Serial Number: E6713157 | |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: Jeffrey W Burch | | Date of Purchase: 2000 | |
| Address (no PO Boxes): RR 4 Box 944 | | | |
| City: Salem | | State: WV | Zip: 26426 |
| Phone (Daytime): (304) 622-2479 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Burch 297@AOL.com | | | |
| E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem and date of occurrence: When selecting Fire From the Safe position the Gun Fired. 11-24-2010, One month prior, After Returning From a hunting trip, I had cleaned the bore and Action. I Cycled the bolt, selected Safe position. I then wanted to un-cock the Gun, when I selected Fire it Dry fired. Approximately 20 attempts I could not duplicate this situation. but become concerned with occurrence. | | | |
| 500 characters left | | | |
| Ammunition Information: | | | |
| Manufacturer: Remington | | Type: Core-Lokt 150 GR | |
| Other (i.e. bullet weight/type, shot size, powder): 150 GR | | | |
| Handload Information: N/A-Factory Ammo only Used | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |
| Firearms Care (Cleaning and Lubrication): | | | |

| |
|--|
| Brand of cleaning solution used: |
| How often do you clean the bore? (Months or Number of rounds) <u>AFTER inclement weather - before storing For Season</u> |
| How often do you clean the action? (Months or Number of rounds) <u>AFTER inclement weather - before storing For Season</u> |
| How often do you clean the trigger assembly? (Months or Number of rounds) <u>AFTER inclement weather - before storing For Season</u> |
| Brand of lubricant used: <u>Rem-Lube</u> |
| How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER cleaning</u> |
| How often do you lubricate the action? (Months or Number of rounds) <u>AFTER cleaning</u> |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>never - less than 20 rounds have been fired through Gun</u> |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>never</u> |
| What were the services performed? <u>none</u> |
| Ship your INSURED firearm by either UPS or Parcel Post to: |
| Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 |
| <input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper |

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

10 rounds fired to sight in rifle

1 round per 3 seasons to verify
zero = 3 shots

2002 - 1 shot - Deer

2003 - 1 shot - Deer

2009 - 3 shots - Bear = 18 rounds

Fired through this rifle

1 uncommanded shot 11-24-2018

*Bore was not cleaned AFTER
uncommanded fire.

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

| | | | |
|----------------------------------|------------|-----------------|--------|
| DATE: | 11/24/2010 | REQUESTED BY: | Dell |
| QUANTITY: | 1 | WEIGHT PER PKG: | 10 lbs |
| PLEASE CHECK ONE | | | |
| MEDIA COORDINATOR TO MAIL | | I WILL MAIL | XXXXXX |
| DESCRIPTION: Ref # 5200 Rifle | | | |

LABEL INFORMATION

| |
|---|
| MAIL LABEL TO: Jeff Burch RR4 Box 944 Salem, WV 26426 Ph: 304-622-2479 |
| RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY |

~~PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR~~

4XX596 NOV 24, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066729110
REF 1:JEFF BURCH/CD/DMF
REF 2:5200/RIFLE

| | | |
|------------------------------|--------------|---------------------|
| HANDLING CHARGE 0.00 | | |
| SINGLE-PIECE PUB RATE CHRGS: | | |
| DY 0.00 | COD 0.00 | SVC T/P USD RS 0.50 |
| DC 0.00 | DCD 0.00 | SD 0.00 |
| AH 0.00 | PR 0.00 | SP 0.00 |
| TOT PUB CHG 8.20 | PUB+HANDLING | 8.20 |







